

## PCIP Third Party Administrator – Performance Report January 2014

<b>Medical and Pharmacy Claims Processing</b>	<b>Contract Requirement</b>	<b>Level Met</b>	<b>Data Descriptions</b>
"Clean" claims processed within 10 business days.	90%	97.5%	4,107 of 4,212 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	4,212 of 4,212 total claims
Financial accuracy of claims paid.	99%	100%	\$2,290,599.37 of \$2,290,599.37 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	104 of 104 claims audited
Procedural accuracy rate for processing of claims.	97%	99.0%	103 of 104 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	27 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

<b>Subscriber Health Care Service Appeals</b>	<b>Contract Requirement</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	6 (0 appeals, 6 complaints)
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

<b>Customer Service - Subscribers</b>	<b>Contract Requirement</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	93.2%	732 of 785 calls answered in 30 seconds; average of 14 seconds
Subscriber issues resolved within the same business day.	90%	93.3%	322 of 345 issue calls
Maximum call abandonment rate.	5%	1.6%	13 of 785 calls
Maximum line busy rate.	3%	0%	0 busy out of 806 calls
Voicemails answered within two business days.	90%	N/A	0 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	6 complaints

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<b>Provider Technical Support</b>	<b>Contract Requirement</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	90.5%	1,135 of 1,254 calls answered in 30 seconds; average of 16 seconds
Provider issues resolved within the same business day.	90%	95.1%	1,091 of 1,147 issue calls
Maximum call abandonment rate.	5%	0.6%	8 of 1,254 calls
Maximum line busy rate.	3%	0%	0 of 1,262 calls
Voicemails answered within two business days.	90%	N/A	0 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeal

<b>Independent External Review (IER)</b>	<b>Contract Requirement</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 requests

<b>Administrative Hearings</b>	<b>Contract Requirement</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests